

Non-Compliance Sanction Case Staffing and Review Criteria Reference Guide

The Non-compliance Sanction (NCS) Case Staffing process and automated supports track each specific incidence of non-participation. If you consider sanction based on non-participation, you must create an NCS Case Staffing and Review Criteria, otherwise referred to as the NCS eJAS tool. The tool is a living document which provides the reader with evidence of steps taken when determining non-participation.

This tool is created by the WFPS/SW when initiating the sanction process, and is used as a guide to ensure the sanction policy is followed. The CSO Supervisor/Designee will review and complete sections of the NCS eJAS tool when approving or denying the sanction recommendation. The Sanction Review Panel (SRP) will also use the NCS eJAS tool in combination with the eJAS client case record when issuing their decision to approve or deny cash termination.

This document offers guidance for completing the tool.

Section	CSO WorkFirst Program Specialist/WorkFirst Social Worker	
Question		Document
1. Was an IRP created? Yes/No		No (continue) Yes (continue to questions 1a, b, c, d, and e)
Note: The following question is available if the answer to question #1 is No		
a. Enter the date the appointment letter was sent		WFPS/SW should use the eJAS appointment letter when scheduling the person to develop an IRP. Clicking on the hyperlink ‘Letter History’ will take the user to the client’s letter history. The user will select the correct eJAS letter date by clicking the adjoining radial button. This will auto populate the date field on the tool.
Note: The following group of questions are available only if the answer to question #1 is Yes		
a. Did the IRP clearly outline what participation was required? Yes/No		Review the IRP to ensure it includes: <ul style="list-style-type: none">Start and end date for each activity listed on the IRPHours for each activityAny other specific requirements that are tied to the WorkFirst activity No (consider whether sanctioning is appropriate) Yes (continue)
b. Did the person agree to the IRP? Yes/No		Review eJAS case notes to ensure: <ul style="list-style-type: none">The IRP was created/updated with the parent either in person or via the phoneThe person knew and agreed to the IRP requirements No (consider whether sanctioning is appropriate) Yes (continue)
c. Enter the date the person agreed to the IRP.		This date should match the last date the IRP was created or updated and should be found in the client eJAS notes. Clicking on the hyperlink ‘IRP History’ will take the user to the client’s IRP History. The user will select the correct IRP date by clicking the adjoining radial button. This will auto populate the date field on the tool.
d. Enter the date the person was given or mailed the IRP.		This date should match the last date the IRP was created or updated and should be found in the client eJAS notes. Clicking on the hyperlink ‘Notes History’ will take the user to the client’s Notes History. The user will select the correct note date by clicking the adjoining radial button. This will auto populate the date field on the tool
e. Did the person return the signed IRP within 10 days?		The IRP does not need to be signed and returned to the CSO

Yes/No/NA – signed in office.	for it to be valid. Policy does not require a copy of the signed IRP in DMS. Review the case notes and/or the client’s ECR to determine if the IRP was signed in the office. <i>Yes/No/NA (continue)</i>
2. Enter the date of the eJAS note documenting what the person failed to do.	WFPS/SW document in eJAS notes: <ul style="list-style-type: none"> What the person failed to do If the person showed or no showed to an appointment, and what date the appt was scheduled Referral Backs, etc. Clicking on the hyperlink ‘Notes History’ will take the user to the client’s Notes History. The user will select the correct note date by clicking the adjoining radial button. This will auto populate the date field on the tool.
3. Is there any reason to believe the person is not receiving their mail? Yes/No	Review the Client’s ECR to determine if there has been any recent mail returned. <i>No</i> (skip to question #4) <i>Yes</i> (continue with the mandatory text box)
Text box: Describe the steps taken	If mail has been returned, describe the steps taken by the department to ensure the individual received a copy of their letters and IRP.
4. Has there been an opportunity to screen for family violence issues within the last 12 months? Yes/No	All WorkFirst clients must be screened for family violence annually. If an opportunity exists, this needs to be done at or prior to the good cause determination and case staffing. Review the case notes to determine if the FV screening has been completed and when. If it has not been completed and the person did not show up for the good cause case staffing appointment, review the case to determine if the WFPS/SW had an opportunity to conduct the FV screening. If an opportunity existed, but the screening was not conducted, consider not recommending sanction and make appropriate referrals. <i>No</i> (skip to question 4a and complete the mandatory text box) <i>Yes</i> (continue entering the FV screening date)
Enter FV screening date	Clicking on the hyperlink ‘FV Notes’ will take the user to the clients list of FV Screenings. The user will select the correct screening date by clicking the adjoining radial button. This will auto populate the date field on the tool.
a. Is family violence a current barrier to participation? Yes/No	Review the case notes to determine if documentation is present and whether it raises concern. Note: If family violence is a barrier, a referral to the social worker, FV worker, or outside agency is required.
Text box: If the screening was not completed, briefly describe the attempts made.	This is a mandatory text box if the answer to #4 is “No”. If the screening was not completed describe the attempts made and/or reasons why there was no opportunity to screen.
5. Is a member of this household pregnant? Yes/No	Review the adult member’s status in ACES and eJAS for this cash assistance unit. <i>No</i> (skip to question #6) <i>Yes</i> (continue)
a. Was a Full P to E assessment completed for the parent? Yes/No	Review eJAS assessment history notes. <i>No</i> (continue to question 5b) <i>Yes</i> (enter the assessment date)
Enter the assessment date	Clicking on the hyper link ‘Assessment History’ will take the user to the clients list of assessments. The user will select the correct assessment date by clicking the adjoining radial button. This will auto populate the date field on the tool
a. If no, enter the date of the appointment.	Review eJAS letter history or IRP for the verification the person was invited to a P to E assessment. Clicking on the appropriate hyperlink will take the user to the client’s eJAS ‘Letter History’ or the ‘IRP History’. The user will select the appropriate letter or IRP which reflects the

	scheduled appointment by clicking the adjoining radial button. This will auto populate the date field on the tool and bold the selection.
b. If this parent is in their 3 rd trimester, are they required to participate in mandatory activities? Yes/No	Review the P to E assessment. <i>No</i> (If the individual is in their 3 rd trimester but does not have any chemical or mental health barriers, do not proceed with sanction. <i>Yes</i> (continue)
c. If this is a 2 parent household, did the other parent complete the Full P to E assessment? Yes/No/NA	Review the other parent's eJAS notes and P to E assessment by using the "Two Parent Household" link at the top of the NCS eJAS tool. <i>No</i> (continue to question #5e) <i>Yes</i> (enter the assessment date) <i>N/A</i> (skip to question #6)
Enter the assessment date	Clicking on the hyperlink 'Assessment History' will take the user to the clients list of assessments. The user will select the correct assessment date by clicking the adjoining radial button. This will auto populate the date field on the tool.
d. If the assessment was not completed, enter the appointment letter date.	Review eJAS letter history or IRP for the verification the person was invited to a P to E assessment. Clicking on the appropriate hyperlink will take the user to the client's eJAS 'Letter History' or the 'IRP History'. The user will select the appropriate letter or IRP which reflects the scheduled appointment by clicking the adjoining radial button. This will auto populate the date field on the tool and bold the selection.
Text box: Comments are optional	WFPS/SW may wish to enter comments of scheduled appointment, missed appointments, assessment findings, etc.
6. Is there a child under one year old in the household? Yes/No	Review ACES or eJAS for household member's ages.
a. Was an assessment completed for this parent? Yes/No	Review eJAS assessment history notes. <i>No</i> (continue to question 6c) <i>Yes</i> (continue)
Enter the assessment date	Clicking on the hyper link 'Assessment History' will take the user to the clients list of assessments. The user will select the correct assessment date by clicking the adjoining radial button. This will auto populate the date field on the tool.
b. Does this parent have to participate in mandatory activities? Yes/No	Review the P to E assessment. <i>No</i> (review policy as sanction would not be appropriate) <i>Yes</i> (continue)
c. If the assessment was not completed, enter the: <div style="text-align: right;">IRP date Or Appointment Letter date</div>	Review eJAS letter history or IRP for the verification the person was invited to a P to E assessment. Clicking on the appropriate hyperlink will take the user to the client's eJAS 'Letter History', ACES 'Letter History', or the 'IRP History'. The user will select the appropriate letter or IRP which reflects the scheduled appointment by clicking the adjoining radial button. This will auto populate the date field on the tool and bold the selection.
Text box: Comments are optional	WFPS/SW may wish to enter comments of scheduled appointment, missed appointments, assessment findings, etc.
7. Is the person receiving Equal Access (EA) services? Yes	This is auto filled from the ACES on-line EA screening. Yes will appear if the person is receiving EA services. All individuals must be screened at application, recertification or as needed for EA services.
a. If the person was not identified in ACES as needing EA services, is there any indication an EA screening should be done before making the sanction decision? Yes/No	Review eJAS and ACES case notes. <i>No</i> (continue to question #8) <i>Yes</i> (continue to question #7b)
b. Is the EA Plan being followed? Yes/No	Review the EA Plan in ACES On-line, or ACES DEM screen for services needed. Determine if accommodations are being met. <i>No</i> (consider if sanction is appropriate) <i>Yes</i> (continue)

8. Has the person requested interpreter services or translated letters and notices? Yes/No	Review eJAS, ACES ADDR screen and ACES On-line when determining if the person has requested interpreter services. <i>No</i> (continue) <i>Yes</i> (continue)
a. Are the parent's letters translated? Yes/No	If interpreter services have been requested review the AOL letter history and DMS ensuring letters/notices were translated. <i>No</i> (continue) <i>Yes</i> (continue)
9. In reviewing the case, did the department identify any new barriers to participation? Yes/No	Review eJAS notes, assessments, CE, ACES On-line, and narratives for barriers <i>not</i> previously identified. <i>No</i> (continue) <i>Yes</i> (continue)
Text box: If yes, enter summary of barriers identified and how the department plans to respond.	Comments are optional if the answer to question #9 is <i>No</i> . Comments are mandatory if the answer to question #9 is <i>Yes</i> . If yes, document: <ul style="list-style-type: none"> • The record was reviewed and what barrier was newly identified • How will this barrier make it difficult for the person to participate • How the Department's plans to respond to this newly identified barrier Note: Consider modifying the IRP to address the barrier/s
10. Did the department respond appropriately to barriers we knew about that would make it difficult or impossible for a parent to successfully participate in WorkFirst activities? Yes/No/NA	Review eJAS notes, assessments, CE, ACES On-line, and narratives for known barriers both old and new. Ensure that known barriers were addressed and resolution was attempted. <i>No</i> (consider if sanction is appropriate and modify the IRP, if necessary) <i>Yes</i> (continue)
Text box: If yes, enter summary of barriers identified and how the department responded.	Comments are optional if the answer to question #10 is <i>No</i> . Comments are mandatory if the answer to question #10 is <i>Yes</i> . If yes, document: <ul style="list-style-type: none"> • The record was reviewed and all barriers (old and new) were identified and addressed and resolution was attempted. • Whether the individual refused services • Whether the individual informed the Department these barriers were resolved • How barriers were resolved
11. Did the department mitigate risks for families who are currently involved with Children's Administration by: Yes/No/NA a. Contacting the Children's Administration to find out if they are working with the family. If so, let the social worker know the family faces non-compliance sanction. b. Inviting the Children's Administration social worker to the non-compliance case staffing	Review eJAS case notes to identify if the family is working with CA. If unknown, check Client Registry or FAMLINK for activity with Children's Administration. If the family is involved with CA, ensure: <ul style="list-style-type: none"> • CA is invited to the case staffing • Document if CA participated in the case staffing Note: CA requirements must be supported and incorporated into the IRP.
Client Registry Link	Review Client Registry for CA involvement. If case record indicates some concern, but nothing is found in Client Registry, contact your local CA by email or phone to verify.
Save/Pend Section	The user can click here to save and pend the document
12. Was the person given an opportunity to establish good cause and told what activities they did not do? Yes/No	Review ACES On-line letter history to locate the letter inviting the person to this good cause case staffing appointment. The letter must advise the person:

	<ul style="list-style-type: none"> Who is being set-up for the good cause appointment (specific person in the free-form text) What was not done (specific activity in IRP) The date and time of the good cause appointment They can invite anyone they want to the case staffing
Enter 085-01 letter date	Clicking on the hyperlink 'ACES Letter History' will take the user to a list of AOL 085-01 letters organized by date and time. The user will review in ACES on-line (if necessary) and select the correct 085-01 letter date and time by clicking the adjoining radial button. This will auto populate the date field on the tool.
a. Was the person advised they could invite anyone they wanted to the case staffing? Yes/No	Review the AOL letter 85-01 to ensure the person was advised of this No (consider whether sanction is appropriate) Yes (continue)
Text box:	User may enter comments if necessary
13. Was an NCS Case Staffing held with appropriate WorkFirst partners and other providers working with the family? Yes/No	Including the WFPS/SW, there must be at least one other professional present when conducting the case staffing. No (consider whether sanction is appropriate) Yes (continue)
a. Enter the NCS Case Staffing date	Click on the calendar to select the appropriate date
Attendee Tab	Click on the 'Attendee Tab' link to enter all who participated in the good cause case staffing.
14. Did the parent attend the NCS Case Staffing either in person or by phone? Yes/No	No (the user will be able to answer the second a & b) Yes (the user will be able to answer the first a, b, c & d)
<i>Note: The following group of questions and text boxes are available if the answer to question #14 is Yes</i>	
a. Was the following discussed with the parent? Yes/No	Discuss with the person during the case staffing: <ul style="list-style-type: none"> Re-engagement Benefits of Participation NCS policy How to cure sanction The opportunity to build a new IRP No (consider whether sanction is appropriate) Yes (continue)
Text box: Describe how this was completed.	Comments are mandatory. Document the key elements of the case staffing, these include: <ul style="list-style-type: none"> Whether the person attended the case staffing in person or by phone. There was a discussion of the circumstances of the case. Who was involved? Who were the relevant professionals in attendance? Identify the client's issues, strengths, concerns, and the anticipated duration of those issues or concerns. Was the case reviewed and were past/current barriers and concerns appropriately acted upon? Create a joint action plan with time frames. Review the EA plan and take appropriate steps to modify the accommodation plan as needed.
Child Safety Plan	
b. Does the parent have a plan for supporting their family once TANF is terminated for refusal to participate? Yes/No	The WFPS/SW is required to discuss the three Child Safety Review questions and provide the information packet of local resources at the NCS Case Staffing (if the person shows up). If the person does not show to the NCS Case Staffing, make sure the parent is mailed the information packet. No (consider whether sanction is appropriate) Yes (continue)
c. Was information provided to the parent of the possible continuation of Medicaid and Basic Food assistance if the parent is terminated? Yes/No	
d. Was information provided to the parent of other community resources that are available to help meet the family's needs? Yes/NoN	
Text Box:	Comments are mandatory

Describe how this was completed	Document the Child Safety Review was completed by acknowledging the three questions were discussed with the client and whether the information packet was given or mailed.
<i>Note: The following two questions and text box are available if the answer to question #14 is No</i>	
a. Was the decision based on the available information? Yes/No	Review and discuss eJAS, ACES, DMS history for all available relevant information with the attendees. <ul style="list-style-type: none"> Identify the client's issues, strengths, concerns, and the anticipated duration of those issues or concerns. Was the case reviewed and were past/current barriers and concerns appropriately acted upon? <i>No</i> (consider whether sanction is appropriate) <i>Yes</i> (continue)
b. Was information mailed to the parent about continued medical and food assistance and the list of community resources they may need? Yes/No	The WFPS/SW is required to mail the information packet of local resources (if the person did not show). <i>No</i> (consider whether sanction is appropriate) <i>Yes</i> (continue)
Text Box: Describe the decision and how the community resources were provided	Comments are mandatory Document the key elements of the case staffing were conducted. They include: <ul style="list-style-type: none"> Circumstances of the case were reviewed and discussed. Who was involved? Who were the relevant professionals in attendance? Identify the client's issues and strengths. Past and/or current barriers were appropriately acted upon. The information packet of local resources was mailed.
15. Based on the NCS Case Staffing and Review Criteria, should the person be referred to the Supervisor or CSO Designee for sanction? Yes/No	<i>No</i> (cancel this NCS eJAS tool) <i>Yes</i> (continue)
Text Box: Provide a summary of the decision	Comments are mandatory Review and provide a summary of why the Department decided the sanction was appropriate and why the case is being recommended for sanction.
Save/Pend Section or Save/Complete Section	WFPS/SW should click Save/Pend if the NCS eJAS Tool is not complete. WFPS/SW should click Save/Complete to forward the NCS eJAS Tool to the Supervisor/Designee for review. Once the user has satisfied all edits, they will be taken to the case staffing results letter.
Section	Supervisor or CSO Designee
16. Supervisor or CSO Designee, after review of this, do you approve for sanction? Yes/No	The Supervisor/Designee: <ul style="list-style-type: none"> Routinely monitors the Clients Awaiting Sanction/SRP Approval report. Reviews eJAS, ACES, DMS, AOL and all entries for accuracy and clarity (questions 1 – 15). <i>No</i> (provides denial of sanction due to an error or concern being identified, which allows the WFPS/SW to fix and resubmit the NCS eJAS tool, when necessary, or to close the tool entirely) <i>Yes</i> (provides approval to sanction)
Text Box: Provide a summary of the decision	Brief comments are optional if the answer to #16 is <i>Yes</i> Brief comments are mandatory if the answer to question #16 is <i>No</i>
Save/Pend Section or Save/Complete Section	Supervisor/Designee should click Save/Pend if review is not complete. Supervisor/Designee should click Save/Complete when the review is complete. This will remove the person from the Clients Awaiting Sanction/ SRP Approval report and update the "Approved/Not Approved" column of the NCS Review

	Pathway report accordingly.
Section	CSO WorkFirst Program Specialist/WorkFirst Social Worker
17. Was an adverse action letter sent to the parent 10 days prior to the sanction effective date listing the following information? Yes/No <ul style="list-style-type: none"> Who is being placed in sanction (specific person) What they failed to do (specific activity) That the specific person is in sanction status The penalties that will be applied to the grant When the penalties will be applied Fair hearing rights How to end the penalties and get out of sanction status 	<p>The WFPS/SW routinely monitors the NCS Pathway report for the Supervisor/Designee decision.</p> <p>If the case is sent back for rework, make the necessary corrections and resubmit to this tool to the Supervisor/Designee.</p> <p>If the case is denied, the WFPS/SW must click the Complete/Do Not Refer to Sanction Review Panel button which permanently closes this tool.</p> <p>If the case is approved for sanction, the WFPS/SW will:</p> <ul style="list-style-type: none"> Process the sanction in ACES and eJAS Send the AOL 08-01 Change in Benefit letter with all required information included Complete question #17 of the NCS eJAS tool <p><i>No</i> (consider if sanction is appropriate) <i>Yes</i> (continue)</p>
Complete/Do Not Refer to Sanction Review Panel	WFPS/SW should click the Complete/Do Not Refer to Sanction Review Panel button when it has been determined the person will not be referred to the SRP. This will complete the tool.
Enter ACES letter date	Clicking on the hyperlink 'ACES Letter History' will take the user to ACES letter history. The user will review letter history to identify the letter which notified the person of the sanction being imposed. This is usually an AOL 08-01 Change in Benefits letter; however, it can also be a Benefit Award letter. The user will enter the date of the letter in the field.
Enter Sanction effective date	WFPS/SW will review ACES and ACES On-line to determine the sanction effective date and enter the corresponding date using the calendar (enter the date sanction was imposed).
Select one sanction reason code:	WFPS/SW will review the sanction reason on the AOL 85-01 and/or AOL 08-01. Enter <i>one</i> reason from the drop down box.
Save/Pend Section	WFPS/SW should click Save/Pend after completing question #17. Continue to monitor this case and offer monthly re-engagement opportunities.
18. Is this case ready for a referral to the Sanction Review Panel?	Complete question #18 when the person has received two months of reduced sanctioned cash benefits.
Yes – Identify the months TANF was reduced due to sanction	Review ACES (benefit history) to identify the month and year of sanction reduction. Click <i>Yes</i> .
Month 1/Month 2/Month 3/Month 4	Click on Month 1 to enter the first month and year that cash benefits were reduced. Click on Month 2 to enter the second month and year that cash benefits were reduced. If the referral has been delayed, enter up to 4 months.
No - Enter the date sanction was cured or lifted	Review ACES and eJAS for sanction cure/lift date. Click <i>No</i> and the corresponding date sanction was cured or lifted.
Complete/Do Not Refer to Sanction Review Panel	If <i>No</i> is selected, the WFPS/SW should click Complete/Do Not Refer to Sanction Review Panel button to permanently close this tool.
Text Box: After reviewing the recent case history and the sanction decision, provide additional comments of attempts to re-engage	Comments are mandatory Review the NCS eJAS tool entries and case notes to summarize why the department decided the sanction was appropriate, outline the attempts to re-engage the family, and why the case is being referred to the SRP.
Save/Pend Section or Save/Complete Section	WFPS/SW should click Save/Pend if the NCS eJAS Tool is not complete or not ready to send to the SRP. WFPS/SW should click Save/Complete to notify the

Supervisor/Designee the NCS tool is ready for review.	
Section	Supervisor or CSO Designee
19. Supervisor or CSO Designee, after review of questions #17 and #18, do you approve this person for referral to the Sanction Review Panel for possible TANF termination? Yes/No	<p>The Supervisor/Designee:</p> <ul style="list-style-type: none"> Routinely monitors the Clients Awaiting Sanction/ SRP Approval report. Reviews eJAS, ACES, DMS, AOL and entries for accuracy and clarity (questions 17 & 18). <p>Supervisor/Designee will select either: <i>No</i> (provides denial of sanction due to an error or concern being identified, which allows the WFPS/SW to fix and resubmit the NCS eJAS tool, when necessary, or to close the tool entirely); or</p> <p><i>Yes</i> (which provides the recommendation to send the case to the SRP for review)</p> <p>Note: The WFPS/SW monitors the Clients in Sanction report for the decision. If <i>no</i> is selected the WFPS/SW will:</p> <ul style="list-style-type: none"> Review the comments, Fix the error(s) and obtain new signatures, Resubmit if and when appropriate, or Click the Complete/Do Not Refer to Sanction Review Panel button to permanently close this NCS eJAS tool.
Text Box: Additional comments, as needed, if you do not support this referral.	Comments are mandatory, and should be brief, if the answer to question #19 is <i>No</i> . Comments are optional, and should be brief, if the answer to question #19 is <i>Yes</i> .
Save/Pend Section or Save/Complete Section	Supervisor/Designee should click Save/Pend if review is not complete. Supervisor/Designee should click Save/Complete when the review is complete.
Section	CSD Headquarters
1. Case reviewed by CSD Headquarters Staff for:	
Audit	Headquarters staff may click the Audit button to put the case on hold until a review has been completed.
Child under one year of age	A mandatory audit will occur when question #6 is answered <i>Yes</i> . Headquarters staff will routinely monitor the List of Clients for NCS Determinations report to audit these cases ensuring policy was followed.
Return to CSO	Headquarters will select a reason for returning the case.
Text Box: If other please explain	If the case was returned for a reason other than what is provided in the drop down box it will be written in this text box.
Case has been released to the Sanction Review Panel	Headquarters staff selects this when releasing the case to the SRP for review.
2. CSO has requested the case be withdrawn from consideration.	The CSO may request that a case be withdrawn from the List of Clients for NCS Determinations when the sanction has been cured or lifted. This is done by sending a request via email to: Stephanie Hill, WorkFirst Program Manager
Sanction cured or lifted prior to SRP review	Headquarters staff selects this when the CSO requests the case to be withdrawn
Save/Pend Section or Save/Complete Section	Headquarters staff will click Save/Pend if the audit is not complete. Headquarters staff will click Save/Complete to release the hold.
Section	Sanction Review Panel Decision
Do you agree with the CSO recommendation to terminate the case? Yes/No	The SRP will pull 5 cases at a time from the List of Clients for NCS Determinations report. A thorough review will occur to either approve or deny the recommendation to terminate cash

	assistance. <i>No</i> (denies the cash termination) <i>Yes</i> (approves the cash termination)
Denial Reason Codes (3 reasons may be selected if necessary)	The SRP will provide a reason for the denial by selecting one to three reasons from the drop down menu.
Text Box: Describe the reason you disagree with the recommendation to terminate the case including what non-compliance sanction criteria was not met.	Comments are mandatory if the answer to question is <i>No</i> . The SRP will provide a written explanation of their findings when denying cash termination.
Save/Pend Section or Submit NCS Decision	The SRP will click Save/Pend if the review is not complete. The SRP will click Submit NCS Decision when the review is complete. This will send the Non-compliance Sanction Review eJAS letter and update the Clients in Sanction section of the CLMR.

Section | CSO Request for NCS Reconsideration

Text Box: State the reason for the Reconsideration Request (What item was cited as missing? Where can it be found? How is the decision inconsistent with the intent of the policy?)	The WFPS/SW in coordination with the Supervisor/Designee will complete this section <i>if</i> they wish to request reconsideration of the SRP denial.
Save/Pend Section or Save/Complete Section or Cancel Reconsideration	WFPS/SW should click Save/Pend if the Reconsideration Request is not complete. WFPS/SW should click Save/Complete to forward the Reconsideration Request to the SRP. This will also update the Clients in Sanction section of the CLMR to identify the case as reconsideration. To stop the reconsideration process, the WFPS/SW must click Cancel Reconsideration. This will complete the NCS eJAS tool.

Section | Reconsideration Review

Missing Information	Headquarters staff will routinely monitor the List of Clients for NCS Determinations report and complete a mandatory review of cases submitted for reconsideration. After review of the request, Headquarters staff will sort the request by <u>Missing Information</u> or <u>Policy Issue</u> .
Denial upheld	Headquarters staff will select Denial upheld if verification of missing information is not provided.
Approved for reconsideration	Headquarters staff will select Approved for reconsideration if verification is provided there was missing information.
Policy Issue	Headquarters staff will routinely monitor the List of Clients for NCS Determinations report and completes a mandatory review of cases submitted for reconsideration. After review of the request, Headquarters staff will sort the request by <u>Missing Information</u> or <u>Policy Issue</u> .
Denial upheld	Headquarters staff will select Denial upheld if the SRP interpreted policy correctly.
Approved for reconsideration	Headquarters staff will select Approved for reconsideration if it is believed the SRP may have misinterpreted policy.
Save/Complete Section	Headquarters staff will select Save/Complete

Section | Sanction Review Panel Reconsideration Decision

Once the case has been reviewed by Headquarters staff and approved for reconsideration it will be released for the SRP to review. A thorough review of the request will occur to approve or deny the reconsideration to terminate cash assistance.	
Do you agree with the CSO Request for Reconsideration to terminate the case? Yes/No	<i>No</i> (denies the cash termination and permanently completes the NCS eJAS tool) <i>Yes</i> (approves the cash termination)
Denial Reason Codes (3 reasons may be selected if necessary)	The SRP will provide a reason for the denial by selecting one to three reasons from the drop down menu.
Text Box: Describe the reason you disagree with the recommendation to terminate the case including what non-compliance sanction criteria	Comments are mandatory if the answer to question is <i>No</i> . The SRP will provide a written explanation of their findings when denying cash termination.

was not met.	
Save/Pend Section or Submit NCS Decision	The SRP will click Save/Pend if the review is not complete. The SRP will click Submit NCS Decision when the review is complete. This will send the Non-compliance Sanction Review eJAS letter (if the Denial is reconsidered).
Section	Chief Administrative Officer
Once the case has been reviewed by Headquarters staff and determined the SRP may have misinterpreted policy, the case is forwarded to the Chief Administrative Officer via email. The Chief Administrative Officer will review the Reconsideration Request and policy to make final decision.	
Denial upheld	Upon receipt of the decision, Headquarters staff will select Denial Upheld if the SRP interpreted policy correctly. Note: A denial permanently completes the NCS eJAS tool and no further Reconsiderations can be requested.
Denial reconsidered	Upon receipt of the decision, Headquarters staff will select denial reconsidered.
Text Box: Describe the reason you agree or disagree with the Request for Reconsideration to terminate the case.	Comments are mandatory if the answer to question is <i>Denial upheld</i> . Headquarters will provide a written explanation of the findings when denying cash termination.
Save/Pend Section or Submit NCS Decision	Headquarters will click Save/Pend if the review is not complete. Headquarters will click Submit NCS Decision when the review is complete. This will send the Non-compliance Sanction Review eJAS letter (if the Denial is reconsidered) and update the Clients in Sanction section of the CLMR.